

Declassified and Approved For Release 2012/08/27 : CIA-RDP90-00379R000100050005-5

*Per Dec 2, 4/14, see Jay or Jim.*

*24 x 18" is regulation size for picture*

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Mary 12.

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LOGISTICS

DRAFT

STEPS TO SUPERIOR SERVICE

\*Please edit/modify/add to as you  
feel appropriate.

\*\*Return by COB 6 March 1986.

Thanks  
Bob

Develop a support ethic.

Be positive. Don't make excuses or pass the buck.

Stress "can do" instead of "can't do."

Treat people as if they're special -- and mean it.

Develop a better understanding of your customer's needs.

Be sure you and the customer understand the facts.

Avoid making commitments w/no basis--or promises that can't be kept.

Give logical, realistic, credible, consistent reasons for actions.

Explain processes and variables that affect support timeframes.

Help your customer define exactly what's needed to start a project.

Help the customer develop requirements and plan steps in detail.

Avoid saying "send me a piece of paper" until you know it's needed.

Use visits or telephone calls instead of memos when you can.

Give voluntary feedback on job status.

If you don't have answers, find them and get back to the customer.

Learn the authority required -- and additional information sources.

Tell the customer if unexpected complications arise -- and steps  
you're taking to eliminate or minimize them.

Communicate to resolve problems; don't "sit and stew on them."

Maintain friendly, informative contact.

Learn all you can to enable you to do your job better.

On the phone always be friendly  
& helpful -- the caller doesn't know  
if you are having a bad day!

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STEPS TO SUPERIOR SERVICE

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Develop a support ethic.

Be positive. Don't make excuses or pass the buck.

Stress "can do" instead of "can't do."

Treat people as if they're special -- and mean it.

Develop a better understanding of your customer's needs.

Be sure you and the customer understand the facts *you are on the same wave length*

Avoid making commitments w/no basis--or promises that can't be kept.

Give logical, realistic, credible, consistent reasons for actions.

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Tell the customer if unexpected complications arise -- and steps you're taking to eliminate or minimize them.

Communicate to resolve problems; don't "sit and stew on them."

Maintain friendly, informative contact.

Learn all you can to enable you to do your job better.

*Recognize your priorities customers.  
Put yourself in your customers position.  
Maintain a professional attitude at  
all times because you are representing  
the agency.*

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Thanks  
Bob

Develop a support ethic.

Be positive. Don't make excuses or pass the buck.

Stress "can do" instead of "can't do."

*Use the Golden Rule - Treat other people as you would  
treat people as if they're special and mean it. Don't expect them to treat you.*

Develop a better understanding of your customer's needs.

Be sure you and the customer understand the facts.

Avoid making commitments w/no basis--or promises that can't be kept.

Give logical, realistic, credible, consistent reasons for actions.

Explain processes and variables that affect support timeframes.

Help your customer define exactly what's needed to start a project.

Help the customer develop requirements and plan steps in detail.

Avoid saying "send me a piece of paper" until you know it's needed.

Use visits or telephone calls instead of memos when you can.

Give voluntary feedback on job status.

If you don't have answers, find them and get back to the customer.

Learn the authority required -- and additional information sources.

Tell the customer if unexpected complications arise -- and steps  
you're taking to eliminate or minimize them.

Communicate to resolve problems; don't "sit and stew on them."

Maintain friendly, informative contact.

Learn all you can to enable you to do your job better.

DO NOT SAY "That's NOT MY JOB."

→ If the Customer has confidence in calling -  
then at least be pleasant, get the info or  
give a name and number where  
he may obtain info needed.

Don't be afraid of not knowing the  
answer. It doesn't hurt to say let  
me check on this and get back to  
you. Not only that you helped  
your customer by doing this (did),  
but you have also learned  
something.

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Develop a support ethic.

Be positive. Don't make excuses or pass the buck.

Stress "can do" instead of "can't do."

Treat people as if they're special -- and mean it.

Develop a better understanding of your customer's needs.

Be sure you and the customer understand the facts.

Avoid making commitments w/no basis--or promises that can't be kept.

Give logical, realistic, credible, consistent reasons for actions.

Explain processes and variables that affect support timeframes.

Help your customer define exactly what's needed to start a project.

Help the customer develop requirements and plan steps in detail.

Avoid saying "send me a piece of paper" until you know it's needed.

Use visits or telephone calls instead of memos when you can.

Give voluntary feedback on job status.

If you don't have answers, find them and get back to the customer.

Learn the authority required -- and additional information sources.

Tell the customer if unexpected complications arise -- and steps  
you're taking to eliminate or minimize them.

Communicate to resolve problems; don't "sit and stew on them."

Maintain friendly, informative contact.

Learn all you can to enable you to do your job better.

Be courteous when speaking to someone on the phone  
and return their call.

Anna

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Stress "can do" instead of "can't do."

Treat people as if they're special -- and mean it.

Develop a better understanding of your customer's needs.

Be sure you and the customer understand the facts.

Avoid making commitments w/no basis--or promises that can't be kept.

Give logical, realistic, credible, consistent reasons for actions.

Explain processes and variables that affect support timeframes.

Help your customer define exactly what's needed to start a project.

Help the customer develop requirements and plan steps in detail.

Avoid saying "send me a piece of paper" until you know it's needed.

Use visits or telephone calls instead of memos when you can.

\* Give voluntary feedback on job status.

If you don't have answers, find them and get back to the customer. *Keep the customer informed.*

Learn the authority required -- and additional information sources.

Tell the customer if unexpected complications arise -- and steps you're taking to eliminate or minimize them.

Communicate to resolve problems; don't "sit and stew on them."

Maintain friendly, informative contact.

Learn all you can to enable you to do your job better.

\*This would be great - it would require 100% follow up  
we would need a lot more people in the field.

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Develop a support ethic.

Be positive. Don't make excuses or pass the buck.

Stress "can do" instead of "can't do."

Treat people as if they're special -- and mean it.

Develop a better understanding of your customer's needs.

Be sure you and the customer understand the facts.

Avoid making commitments w/no basis--or promises that can't be kept.

Give logical, realistic, credible, consistent reasons for actions.

Explain processes and variables that affect support timeframes.

Help your customer define exactly what's needed to start a project.

Help the customer develop requirements and plan steps in detail.

Avoid saying "send me a piece of paper" until you know it's needed.

Use visits or telephone calls instead of memos when you can.

Give voluntary feedback on job status.

If you don't have answers, find them and get back to the customer. -- In a timely manner.

Learn the authority required -- and additional information sources.

Tell the customer if unexpected complications arise -- and steps you're taking to eliminate or minimize them.

Communicate to resolve problems; don't "sit and stew on them."

Maintain friendly, informative contact. (Call even when there is no problem)

Learn all you can to enable you to do your job better.

Be patient with others and Remember that everyone has a bad day once in a while

Be an initiator

Avoid making accusations when problems arise.

Try to settle differences w/o having to involve others

Smile. Be pleasant.

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Develop a support ethic.

Be positive. Don't make excuses or pass the buck.

Stress "can do" instead of "can't do."

Treat people as if they're special -- and mean it.

Develop a better understanding of your customer's needs.

Be sure you and the customer understand the facts.

Avoid making commitments w/no basis--or promises that can't be kept.

Give logical, realistic, credible, consistent reasons for actions.

Explain processes and variables that affect support timeframes.

Help your customer define exactly what's needed to start a project.

Help the customer develop requirements and plan steps in detail.

Avoid saying "send me a piece of paper" until you know it's needed.

Use visits or telephone calls instead of memos when you can.

Give voluntary feedback on job status.

If you don't have answers, find them and get back to the customer.

Learn the authority required -- and additional information sources.

Tell the customer if unexpected complications arise -- and steps  
you're taking to eliminate or minimize them.

Communicate to resolve problems; don't "sit and stew on them."

Maintain friendly, informative contact.

Learn all you can to enable you to do your job better.

LEARN AS MUCH AS YOU CAN ABOUT THE OTHER JOBS  
AROUND YOU. CROSS-TRAINING CAN ONLY HELP YOU  
AND YOUR CAREER.

DON'T BE AFRAID TO ASK QUESTIONS. IGNORANCE IS NOT  
BLISS, IT'S SAD.

~~BE~~ INITIATIVE. DON'T WAIT FOR SOMEONE TO GIVE YOU  
SOMETHING TO DO.



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Develop a support ethic.

Be positive. Don't make excuses or pass the buck.

Stress "can do" instead of "can't do."

Treat people as if they're special -- and mean it.

Develop a better understanding of your customer's needs.

Be sure you and the customer understand the facts.

Avoid making commitments w/no basis--or promises that can't be kept.

Give logical, realistic, credible, consistent reasons for actions.

Explain processes and variables that affect support timeframes.

Help your customer define exactly what's needed to start a project.

Help the customer develop requirements and plan steps in detail.

Avoid saying "send me a piece of paper" until you know it's needed.

Use visits or telephone calls instead of memos when you can.

Give voluntary feedback on job status.

If you don't have answers, find them and get back to the customer as soon as possible.

Learn the authority required -- and additional information sources.

Tell the customer if unexpected complications arise -- and steps you're taking to eliminate or minimize them.

Communicate to resolve problems; don't "sit and stew on them."

Maintain friendly, informative contact with your customers as well as your co-workers.

Learn all you can to enable you to do your job better and enhance your career.

Don't hold on to paperwork longer than you have to.

Be enthusiastic. It's so much nicer to work w/cheery people.

If you call a customer <sup>who's out of the office</sup> and don't get a return call w/in a few hours, call back to check up on the matter.

Be thorough with your work before passing it on; careless work only holds up other people.

Betty

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Develop a support ethic.

Be positive. Don't make excuses or pass the buck.

Stress "can do" instead of "can't do."

Treat people as if they're special -- and mean it.

Develop a better understanding of your customer's needs.

Be sure you and the customer understand the facts.

Avoid making commitments w/no basis--or promises that can't be kept.

Give logical, realistic, credible, consistent reasons for actions.

Explain processes and variables that affect support timeframes.

Help your customer define exactly what's needed to start a project.

Help the customer develop requirements and plan steps in detail.

Avoid saying "send me a piece of paper" until you know it's needed.

Use visits or telephone calls instead of memos when you can.

Give voluntary feedback on job status.

If you don't have answers, find them and get back to the customer.

Learn the authority required -- and additional information sources.

Tell the customer if unexpected complications arise -- and steps  
you're taking to eliminate or minimize them.

Communicate to resolve problems; don't "sit and stew on them."

Maintain friendly, informative contact.

Learn all you can to enable you to do your job better.

*Consider the fact that customer may be getting  
pressure from higher authority to meet a  
deadline.*

*When you ask a customer for information  
needed to meet his requirement, tactfully  
stress that information is important.*

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Develop a support ethic.

Be positive. Don't make excuses or pass the buck.

Stress "can do" instead of "can't do."

Treat people as if they're special -- and mean it.

Develop a better understanding of your customer's needs.

Be sure you and the customer understand the facts.

Avoid making commitments w/no basis--or promises that can't be kept.

Give logical, realistic, credible, consistent reasons for actions.

Explain processes and variables that affect support timeframes.

Help your customer define exactly what's needed to start a project.

Help the customer develop requirements and plan steps in detail.

Avoid saying "send me a piece of paper" until you know it's needed.

Use visits or telephone calls instead of memos when you can.

Give voluntary feedback on job status.

If you don't have answers, find them and get back to the customer.

Learn the authority required -- and additional information sources.

Tell the customer if unexpected complications arise -- and steps  
you're taking to eliminate or minimize them.

Communicate to resolve problems; don't "sit and stew on them."

Maintain friendly, informative contact.

Learn all you can to enable you to do your job better.

It would be nice if everyone could "line up"  
to these standards! In order for us to do so, I think  
there needs to be a lot of cross training and more  
people in SMB who know what SMB does  
and what its full functions & potentials  
are. If everyone would line up to this  
Creed we would have a super office!!

Develop a positive can do support ethic. Maintain a courteous, professional attitude and treat each request as a special requirement. Collect the facts, understand the requirements, and identify any special concerns or potential problems. Establish open lines of communications and keep bureaucracy to a minimum. Assist the customer in establishing a detailed plan of action. Give credible, consistent reasons why plan will or will not work. Be positive and offer alternatives where appropriate. Stay abreast of actions pertaining to requirements and keep the customer informed.

AB

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*Thanks  
Bob*

Develop a support ethic.

Be positive. Don't make excuses or pass the buck.

Stress "can do" instead of "can't do."

Treat people as if they're special -- and mean it.

Develop a better understanding of your customer's needs.

Be sure you and the customer understand the facts.

Avoid making commitments w/no basis--or promises that can't be kept.

Give logical, realistic, credible, consistent reasons for actions.

Explain processes and variables that affect support timeframes.

Help your customer define exactly what's needed to start a project.

Help the customer develop requirements and plan steps in detail.

Avoid saying "send me a piece of paper" until you know it's needed.

Use visits or telephone calls instead of memos when you can.

Give voluntary feedback on job status.

If you don't have answers, find them and get back to the customer.

Learn the authority required -- and additional information sources.

Tell the customer if unexpected complications arise -- and steps  
you're taking to eliminate or minimize them.

Communicate to resolve problems; don't "sit and stew on them."

Maintain friendly, informative contact.

Learn all you can to enable you to do your job better.

Sally

- Creed

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Thanks  
Bob

Develop a support ethic.

Be positive. Don't make excuses or pass the buck.

Stress "can do" instead of "can't do."

Treat people as if they're special -- and mean it. *Be sincere*

Develop a better understanding of your customer's needs *(cross-training needed)*

Be sure you and the customer understand the facts.

Avoid making commitments w/no basis--or promises that can't be kept.

Give logical, realistic, credible, consistent reasons for actions.

Explain processes and variables that affect support timeframes. *\*\**

Help your customer define exactly what's needed to start a project.

Help the customer develop requirements and plan steps in detail.

Avoid saying "send me a piece of paper" until you know it's needed.

Use visits or telephone *or Nonq messages* ~~calls~~ instead of memos when you can.

Give voluntary feedback on job status.

If you don't have answers, find them and get back to the customer.

Learn the authority required -- and additional information sources.

Tell the customer if unexpected complications arise -- and steps you're taking to eliminate or minimize them.

Communicate to resolve problems; don't "sit and stew on them."

Maintain friendly, informative contact.

Learn all you can to enable you to do your job better.

*\* In-house seminars, 1/2 "shadowing" of a co-worker*

*\*\* Let people know an answer may take time so they aren't expecting an immediate answer.*

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Thanks  
Bob

Develop a support ethic.

Be positive. Don't make excuses or pass the buck.

Stress "can do" instead of "can't do."

Treat people as if they're special -- and mean it.

Be responsive to  
Develop a better understanding of your customer's needs.

Be sure you and the customer understand the facts.

Avoid making commitments w/no basis--or promises that can't be kept.

Give logical, realistic, credible, consistent reasons for actions.

Explain <sup>and define</sup> processes and variables that affect support timeframes.

Help your customer define exactly what's needed to start a project.

Help the customer develop requirements and plan steps in detail.

Avoid saying "send me a piece of paper" until you know it's needed.

Use visits or telephone calls instead of memos when you can.

Give voluntary feedback on job status.

If you don't have answers, find them and get back to the customer.

Learn the authority required -- and additional information sources.

Tell the customer if unexpected complications arise -- and steps  
you're taking to eliminate or minimize them.

Communicate to resolve problems; don't "sit and stew on them."

Maintain friendly, informative contact.

Learn all you can to enable you to do your job better.

Be willing to do more than just what is expected.

Be professional.

Relay changes in procedures quickly to customer;  
such as new required signatures.

Vicky

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Thanks,  
Bob

Develop a support ethic.

Be positive. Don't make excuses or pass the buck.

Stress "can do" instead of "can't do."

Treat people as if ~~they're special~~ -- and mean it.  
~~Treat people as you wish to be treated.~~

Develop a better understanding of your customer's needs.

Be sure you and the customer understand the facts.

Avoid making commitments w/no basis--or promises that can't be kept.

Give logical, realistic, credible, consistent reasons for actions.

Explain processes and variables that affect support timeframes.

Help your customer define exactly what's needed to start a project.

Help the customer develop requirements and plan steps in detail.

~~Avoid saying "send me a piece of paper" until you know it's needed.~~  
~~Request support documents only as needed.~~

Use visits or telephone calls instead of memos when you can.

Give voluntary feedback on job status.

If you don't have answers, find them and get back to the customer.

Learn the authority required -- and additional information sources.

Tell the customer if unexpected complications arise -- and steps  
you're taking to eliminate or minimize them.

Communicate to resolve problems; don't "sit and stew on them."

Maintain friendly, informative contact.

Learn all you can to enable you to do your job better.

Learn all you can and strive for perfection.